

2020–01 Safe@Work, Quality Policy

Purpose:

SafeAtWork Sweden AB has a goal of being the natural choice for responsible companies. In order to get there, we know that a high quality of both training and customer service is a prerequisite. The quality policy creates clear guidelines and measurable goals for the entire organization's quality work. The policy will also create increased transparency towards customers, employees and other stakeholders regarding the quality and responsibility they can expect from Safe@Work.

Safe@Work will:

Ensure that the satisfaction of clients, course participants and employees is high. Satisfaction is measured through evaluations after each completed training. The evaluations are then summed up and form the basis for our continuous work towards improvements. In 2018, we transitioned from paper evaluations to digital evaluations as a step in reducing our environmental impact, but also to increase transparency. All evaluations where the person in question approves publication, are reported on open platforms such as Google & Utbildning.se.

[Google-reviews](#)

[Reviews on Utbildning.se](#)

Measurable goals:

- Average rating from our course participants when they rate their overall experience with the grade scale 1-5.
 - **Goal:** 4.9
 - **Result 2019:** 4.8
- Percentage of our course participants who state that the knowledge from the education will change their risk awareness / way of working. (About 50% of our course participants have previously completed a similar course)
 - **Goal:** 90%
 - **Result 2019:** 92%
- Proportion of course participants who state that they would recommend Safe@Work to others.
 - **Goal:** 100%
 - **Result 2019:** 100%
- Percentage of our clients / purchasers who are positive about using Safe@Work again.
 - **Goal:** 100%
 - **Result 2019:** 100%
- Percentage of our clients / Purchasers who state that they would recommend Safe@Work to other companies with similar educational needs.
 - **Goal:** 100%
 - **Result 2019:** 100%
- Percentage of our instructors and employees who experience their working environment at Safe@Work as safe and pleasant.
 - **Goal:** 100%
 - **Result 2019:** 100%

- Percentage of our instructors who feel that they have the right knowledge and are given the right conditions for delivering high quality education:
 - **Goal:** 100%
 - **Result 2019:** 100%

How to reach our goals:

In order to achieve the above-mentioned goals, we have identified several focus areas with extra importance.

- Development and improvement of the company's offer and processes.
 - **Objective:** Offer the best products and the best customer service on the market.
 - **How:** Constantly develop and improve our product range and regularly train our staff.
- Course leaders
 - **Objective:** Provide the best instructors in the market.
 - **How:** Make sure we keep our current instructors. As well as continuously ensuring that all our instructors are both educational and very knowledgeable in their specialist areas.
 - **Objective:** All instructors must have the pre-conditions required to deliver high quality training.
 - **How:** Always have our instructors' work environment and safety as number one priority.
 - **How:** Carefully prepare before our course deliveries and choose locations where the right conditions can be given.
- Customer focus & customization
 - **Objective:** Ensure that our customers do not send their employees on incorrect or unnecessary training.
 - **How:** Offer our customers a risk analysis to identify risks and requirements.
 - **Objective:** Make it easy for our customers to train their staff.
 - **How:** Customize our offer instead of making the customer adapt. Offer courses all over the world, in many different languages with delivery during all hours of the day.
How: Offer and develop a wide range of web-based education as a complement.
 - **Objective:** Have a product range that is wide enough to offer our customers the opportunity to have a sole supplier in terms of work environment & risk management.
 - **How:** By developing and offering one of the market's widest range of courses.
 - **How:** Offer a wide range of high-quality safety products.
 - **Objective:** Each individual training must be of such high quality that it easily meets all requirements from the client.
 - **How:** Through a far-reaching customer adaptation and by using only specialist instructors with long knowledge and real-life experience.
- Safety & availability
 - **Objective:** Everyone should have the opportunity to participate in courses from Safe@Work. Furthermore, all participants should feel welcome, safe & comfortable at all times during the training.
 - **How:** Always choose safety-conscious & appropriate course locations with a good accessibility as well as disability adaptation.
 - **How:** Ensure that our instructors and other staff have a correct attitude regardless of person or situation.

- Requirements from authorities & industry organizations
 - a. **Objective:** Our customers should always feel confident that a training from Safe@Work meets all requirements of both government and industry organizations.
 - i. **How:** Through close collaboration with relevant authorities and organizations.

The policy is reviewed regularly and the framework for Safe@Works quality work is set every year at the annual start-up conference. Current goals and action plans are approved by the Board at subsequent Board meetings.

For more information about Safe@Works quality & environmental work and our customer promises, please visit:

<https://www.safeatwork.nu/en/om-oss/why-choose-safe-at-work/>

<https://www.safeatwork.nu/en/om-oss/social-responsibility/>

<https://www.safeatwork.nu/en/om-oss/climate-responsibility/>

<https://www.safeatwork.nu/en/om-oss/quality-and-certifications/>

Stockholm, ___/___ 2020

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Daniel Lundberg
CEO

Daniel Lund
Chairman of the board

Signature

Signature